

COLLECTION SPECIALIST II

GRADE: 07

GENERAL DESCRIPTION

The Collections Specialist is responsible for collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections, resolving customer billing problems and reducing accounts receivable delinquency. This position will report to the Collections Supervisor. Primary responsibilities include following procedures established by the collections department which include interviewing defendants, verifying information, setting up payment contracts and collecting criminal court costs and fines. Specialists may be asked to perform all tasks needed to assist defendants, attorneys, and or staff in their cases/filings that are handled in the District Clerk's Office. Collections specialist receives detailed instruction by department as needed and work under general supervision. Most procedures are pre-established and on the job training is provided. New procedures and/or changes will be set by the District Clerk as needed. Work performance is periodically evaluated by Supervisors. All Collections Specialists are subject to assignment to any District Clerk Departments including: Criminal, Civil, Collections, Special Registry, Accounting, or Child Support.

EXAMPLES OF WORK PERFORMED

Assists in daily operations of Collections Department

Assists with implementation of departmental policy and procedures

Compiles status and progress reports

Interview defendants and underwrites payment agreements

Date processing entry

Reviewing open accounts for collection efforts

Making outbound collection calls in a professional manner while keeping and improving customer relations

Resolves client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner

Collect customer payments in accordance with payment due dates

Identify issues attributing to account delinquency and discuss them with management

Review and monitor assigned accounts and all applicable collection reports

Provide timely follow-up on payment arrangements

Mail correspondence to customers to encourage payment of delinquent accounts

Faxes documents to accounts and follow up

May train others

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Three (3) years collections experience; Graduation from a high school or equivalent; Graduation from an accredited four year college or university with a Bachelor Degree in Business or Public Administration, Accounting, Management, or field related to the job preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of personal computers, office practices and procedures

Ability to meet and deal effectively with the public

Ability to operate standard office equipment and type forty (40) words per minute

Must possess good communication skills

Flexibility to be cross-trained in various departments

Strong organizational skills

Ability to work independently and to adapt to a fast changing environment

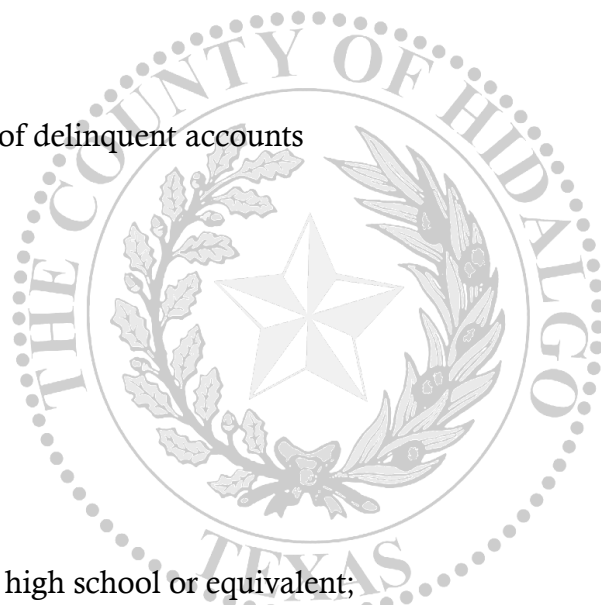
Must have attention to detail with an eye for accuracy

Creative, self-disciplined and capable of identifying and completing critical tasks independently and with a sense of urgency

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to



walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations